



## Centre for Alternative Technology

### Student Charter

CAT aims to provide a respectful inclusive learning environment based upon the values of dignity and mutual respect, which is safe, secure and free from discrimination or harassment. All members of our Graduate School community have a responsibility to create an environment which is free from harassment, bullying, unlawful discrimination, and victimisation.

CAT also supports the aims and principles of the Wales Future Generations Act (2015) which provides a template for improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving well-being goals.

#### We will ensure that:

- We provide high standards of teaching, support, advice and guidance for students and competent, diligent, and professionally trained staff who help them to realise their potential.
- You will be provided with a course handbook with information required to enable learning and the timely completion of work. It will detail assessment criteria, contact hours, mode of delivery of course, course regulations, academic guidance, and support, appeals and complaints procedures, and any professional requirements.
- You will be provided with accurate information on the cost of the courses, dates of courses, deadlines to pay fees, and we will deliver teaching for the modules for which you have paid or return the module payment where we cannot teach a module if cancellation occurs after the module cancellation deadlines.
- We safeguard all personal data provided, in compliance with the requirements of the General Data Protection Regulation (2018) and the Data Protection Act (1998). Information that you share with us on personal issues (including health and financial problems) will be treated in confidence and with sensitivity, and that your permission will be sought when such information needs to be shared with other staff members.
- There is a comprehensive and up to date Health and Safety policy.
- We commit to fostering a safe and inclusive environment as an essential element of studying with CAT both on site and online, including supporting student well-being and health.
- We commit to promoting equality, diversity, inclusion, and social and environmental justice
- You are provided with personal tutorial support which can be reached via phone, email, via video conferencing software such as Microsoft Teams or in person.
- You have the opportunity to provide anonymous feedback on each module and on the programme as a whole.
- We will respond to student complaints in a fair, timely and proportionate manner through our complaints procedures. Any concerns will be treated in a fair and sensitive manner and without prejudice.
- We will endeavour to:

- Provide prompt and helpful feedback on your assessments.
- Respond to your emails or phone calls as soon as possible and always within 5 working days and provide information on who to contact should we be out-of-contact.
- Operate all modules as advertised except where:
  - the number of students choosing a module is too few to allow the economic running of a module. In which case we will endeavour to advise you of alternative modules.
  - Health and Safety concerns preclude the normal safe operation of onsite activities, in which case the module or activity may be delivered via distance learning, or on-site student attendance may be limited.

**We ask that you commit to:**

- Inform us of any physical or mental health conditions, personal or financial issues, which impact on your ability to carry out academic study in a timely manner.
- Contact your personal tutor to notify CAT of any changes in circumstances which mean that you cannot proceed with your studies or where you believe your ability to carry-out your studies may be hindered.
- Keep your personal details, such as contact information, up-to-date with Student Support.
- Using the CAT site with consideration for others, including fellow students, staff, and the visiting public.
- Abide by CAT's Health and Safety rules.
- Ensuring that all learning activities and all activities on the CAT site are carried out within normal legal rules and regulations.
- Return all equipment belonging to CAT in good condition when requested, and in all cases prior to graduation
- Payment of tuition fees and fees associated with registration and graduation in-line with the fees policy.
- Submit written work for assessment anonymously (this doesn't apply to dissertations where the author is clear from the subject, or presentations) via the Virtual Learning Environment (VLE), Teams, Moodle or Canvas, as required.
- Abide by the results of assessment boards unless there are grounds for appeal or complaint.
- Check your email address and VLE regularly for updated information.
- Not bring CAT into disrepute.

**We ask that you will:**

- Contribute to a positive school culture and respect the needs and diversity of other students either in person or on the internet through online interactions, other users of the CAT site and the local community.
  - Not engage in any actions that could be considered as vexatious, harassment, stalking, bullying, unlawful discrimination, and victimisation either in person or online.
- Recognise that everyone's contributions should be equally encouraged and valued, and considering that everyone offers different, but equally important, perspectives, experiences and skills.
- Take a responsible and professional attitude to your studies and aim to meet deadlines, plan your work accordingly, and attend all taught sessions including remote tutorials, or complete on-line materials for the modules which you have registered.
- Take responsibility in contacting your dissertation or final design project supervisor when you need guidance or when required to update your supervisor on your progress or any factors hindering your progress.

Finally, we look forward to welcoming you to the Graduate School of the Environment at the Centre for Alternative Technology and wish you an inspiring and informative learning journey!

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